

**MAINTENANCE PLAN  
Exhibit H**

**CRATER LAKE NATIONAL PARK**

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**ATTACHMENTS**

No.1 Lodge Procedures  
No.2 Cleetwood and Wizard Procedures  
No.3 Mazama Campground Procedures  
No.4 Mazama Dormitory Procedures

## **Introduction:**

This Maintenance Plan, along with the attachments, between \_\_\_\_\_ (hereinafter referred to as the "Concessioner") and Crater Lake National Park, (hereinafter referred to as the "Area") shall serve as a supplement to Concession Contract CC-CRLA001-01 (hereinafter referred to as the "CONTRACT"). It sets forth the maintenance responsibilities of the Concessioner and the National Park Service with regard to those lands and facilities within Area that are assigned to the Concessioner for the purposes authorized by the CONTRACT.

In the event of any apparent conflict between the terms of the CONTRACT and this Maintenance Plan, the terms of the CONTRACT, including its designations and amendments, shall prevail.

This plan shall remain in effect until superseded or amended. It will be reviewed annually by the Superintendent in consultation with the Concessioner and revised as determined necessary by the Superintendent of the Area. Revisions may not be inconsistent with the terms and conditions of the main body of this CONTRACT. Revisions must be reasonable and in furtherance of the purposes of this CONTRACT.

## **I. Purpose/General Maintenance Responsibilities**

The concession contract provides for assignment of Concession Facilities to the Concessioner and all maintenance of such improvements in a manner satisfactory to the Secretary. Concessioner land assignments are listed, and land assignment maps are included in Exhibit D of the contract.

The Concessioner is responsible for performing all maintenance and repair including general and cyclic maintenance, repair and upkeep of all Concession Facilities (see Exhibit D of the Contract). Any rehabilitation or modification must have written prior approval from the Superintendent. The Concessioner is expected to develop and implement a regular maintenance program independent of the National Park Service identification of problem areas.

The Superintendent or his designated representative will have access to Concession Facilities at all times to conduct periodic evaluations and other required inspections.

## II. Concessioner Responsibilities

It shall be the responsibility of the Concessioner to perform the following maintenance on Concession Facilities, including, without limitation:

### A. Buildings and Facilities

1. Provide all interior and exterior painting, staining, varnishing and application of other protective coatings in accordance with the cyclic maintenance schedule as approved by the Area or more frequently as needed, i.e. when protective coatings become faded, are peeling or unsightly. Colors used will be approved in advance by the Superintendent, and environmentally friendly paints will be used.
2. Repair, replace and maintain as needed, all interior and exterior wood trim and appropriate hardware around doors, windows, floors, ceilings and walls as they become damaged, worn or inoperative.
3. Maintain, replace, and/or repair heating, water, sewer, and electrical systems; repair and replace plumbing, plumbing fixtures, electric wire, and electric fixtures, as they become outdated, worn, damaged or inoperative, complying with all applicable codes. All additions or repairs to electrical systems will be approved by the Area and be in accordance with the National Electric Code.
4. Maintain and/or replace, as necessary, interior safety devices, interior fire fighting equipment, and interior appurtenances. All safety equipment acquired will be compatible with Area standard equipment.
5. Maintain, replace and/or refinish all floors, floor coverings, and interior walking surfaces in accordance with the cyclic maintenance schedule or more frequently as they become worn or damaged.
6. Maintain, repair or replace all appliances, machinery, and equipment within buildings as they become worn, damaged or outdated, and provide all parts, supplies and materials.
7. Clean windows. Replace broken or cracked glass and damaged window screens immediately.

8. Provide regularly scheduled preventive maintenance, repair and replacement, as needed, of all appliances, fixtures, machines, air conditioner, heating units, ice machines, refrigeration, plumbing and electrical systems and all furniture, according to the O&M manual or manufacturers recommendation if not found in the O&M manual..
9. Repair or replace roofs on all concession operated buildings as necessary when they leak, are damaged or become unsightly.
10. Promptly correct all safety hazards which fall within the Concessioner area of responsibility.
11. The Concessioner will implement an active integrated pest management (IPM) program which has been approved by the National Park Service. Each targeted pest will be identified to species and will have a specific management plan which follows IPM principles. Chemical treatments will be used as a last resort and in concert with other non-chemical methods to maintain pests below a damage threshold. The IPM program will identify monitoring methods to determine when any treatment is warranted. If chemical treatments are warranted, the concession will apply for a pesticide use permit through the Area and abide by all laws, regulations, and policies pertaining to the application of pesticides. The Concessioner pest control program will continue throughout the winter season.
12. Public Restrooms - Public toilet areas shall be clean, odorless, free of litter, well illuminated, ventilated, and maintained. Toilet bowls, sinks and urinals shall be clean reasonably free of stains and in proper operating condition. Toilet tissue, towels or air drying devices and soap shall be provided. Walls, floors, ceilings, mirrors, waste receptacles, chairs and other furnishings shall be clean, and well maintained. Approaches to all handicapped accessible restrooms should meet width standards for handicap access, and be clear of merchandise, displays, advertising, and other obstructions.
13. Public Signs - Public signs must be appropriately located, accurate, attractive and well maintained. Signs of a permanent nature shall be prepared in a professional manner consistent with National Park Service standards and Area sign plan, appropriate for the purpose they serve and, be approved by the Superintendent prior to installation.

B. Utilities

Water and sewer services will be provided by the Area at rates to be reestablished annually. Such rates shall be set at actual operating costs or comparability, whichever is greater. Billing will be sent to the Concessioner on a monthly basis.

From May 1 through October 31 the Concessioner will arrange for its own garbage and trash storage, hauling services, and payment for such services. If needed, the Concessioner may enter into a reimbursable agreement with the Area for garbage and trash removal from November 1 through April 30, or will arrange for its own services.

Electrical and telephone services are provided by local utility companies. Billing for these services will be handled directly with the utility company and local telephone service provider.

Concessioner Utility Responsibilities

1. Water Responsible for maintenance, repair and replacement of water lines from the customer side of the water meter. The Concessioner must provide access upon request to all facilities for the purpose of inspection and testing of potable water and must take necessary actions to ensure proper chlorine residual.
2. Sewer Responsible for maintenance, repair and replacement of sewer lines within a five foot perimeter of the buildings. In the case of Mazama Village Motor Inn, the Concessioner is responsible for maintenance of sewer lines up to and including the clean-outs adjacent to the individual buildings. The Concessioner must provide a plan for sewage leak and spill detection and a contingency plan for cleanup.
3. Electrical Responsible for the maintenance, repairs and replacement of all electrical wiring and lines from the customer side of the meter.
4. Gasoline, Fuel Oil and LPG Systems Responsible for maintenance of fuel tanks, fuel lines, leak detection equipment, and purchase of all fuel. The Concessioner is responsible for inspecting fuel systems for leaks and for compliance with EPA, Oregon DEQ and Oregon State Fire Marshal requirements, including obtaining necessary permits. The Concessioner must provide a plan for cleanup of leaks or spills of gasoline and other

fuels, and provide at least 8 hours of First Responder HAZWOPER training for employees involved in the handling and storage of gasoline, fuel oil and LPG.

5. Trash Removal Responsible for daily trash removal from facilities and from those trash containers adjacent to facilities to compactor at a central location, more frequently if trash containers are full. Removal must be frequent enough to not allow trash containers to overflow. All trash containers must be animal proof and must be able to contain all waste materials put in them including liquids. The Concessioner will implement a recycling program, and waste materials are to be recycled to the greatest extent possible. The Concessioner will empty and appropriately store all trash-cans within the concessioner's land assignment at the end of each season.
6. Grease Traps Responsible for cleaning and maintaining grease traps so they function as designed. The Concessioner may be billed for cleaning of sewer lines if grease accumulation constricts flow in sewer line as a result of the Concessioner's failure to maintain grease traps.

C. Telephone Equipment

The Concessioner will:

1. Maintain all telephone equipment provided by the park in proper working condition.
2. Be required to maintain an active maintenance contract with an authorized dealer of Northern Telecom products, i.e. (U. S. Sprint) for the repair and maintenance of Northern Telecom Option 11 PBX switch at Crater Lodge and Northern Telecom auxiliary / remote equipment at the Mazama Dorm site.
3. Be responsible for any necessary upgrading of said equipment associated with the concession operation.

D. Opening and Closing Buildings

The Concessioner will:

1. Notify the Area annually of planned building opening and closing dates in accordance with the Operations Plan.
2. In the fall prepare buildings for winter to avoid damage to buildings. Concessioner is responsible for repair of damage caused to buildings and facilities by winter weather conditions.

E. Fire Protection

The Concessioner will:

1. Meet all current NFPA codes and standards for installation and maintenance of fire sprinklers and extinguishing systems.
2. Inspect and service fire sprinklers and kitchen range hood extinguishing systems according to NFPA and/or manufacturer's recommendation. Inspections are to be conducted by a certified sprinkler system inspector and a copy of the report is to be kept on file.
3. Make repairs and/or replace to keep in good working order all interior and exterior safety devices and appurtenances at Concessioner owned and assigned buildings, including fire extinguishers, fire hoses, fire alarm systems, emergency lighting, smoke/heat detection systems, exit signs, battery power backup, and fire escapes.

F. Grounds

The Concessioner will:

1. Inspect and maintain free of defects walks, steps, and handrails at Concessioner owned and assigned buildings.
2. Provide grounds maintenance such as trash and litter pickup and cleanup of pet excrement within the Concessioner land assignments. Grounds must be kept free of trash, litter, and pet excrement. Pet excrement must be bagged before placing into trash containers.

3. Leaf blowers or water hoses are not allowed for sweeping and general cleaning of walkways and other paved areas.

G. Snow Removal

The Concessioner will:

1. Remove snow from the walkways and steps, including handicapped ramp, to access individual Concessioner owned and assigned buildings.
2. Remove snow to provide safe access to all fire hydrants within Concessioner land assignment.
3. Install snow poles to mark concession facilities for routine winter snow removal operations to prevent damage to buildings and utilities. Snowpoles are to be lodgepole pine, 20 feet long, 2 ½ inches on the butt end and 1 inch at the tip.
4. Remove snow from roofs of buildings sufficient to prevent roof damage. Concessioner is responsible for repair of damage to roofs caused by the excessive snow loading.

III. Functions Outside the Scope of Concessioner Responsibility

A. Utilities

1. The Concessioner is not responsible for maintaining and repairing water lines serving Concessioner facilities up to and including building water meters that are external to the building or within five feet.
2. The Concessioner is not responsible for maintaining and repairing sewer lines beyond five feet of Concessioner buildings. In the case of Mazama Village Motor Inn, the Concessioner is not responsible for maintenance of sewer lines beyond the clean-outs adjacent to the individual buildings.



3. Electrical power is furnished directly to the Concessioner by the utility company. The Area is not responsible for power outages and/or resulting financial losses and is not responsible for providing alternate or backup power.

B. Roads and Parking Areas

1. The Concessioner is not responsible for maintaining roads, parking areas, and rock retaining walls within the Concessioner's assigned areas.
2. The Concessioner is not responsible for snow removal on roads and parking areas within the Concessioner's assigned areas.
3. The Concessioner may request the Area to perform snow removal which is beyond the scope of normal operations. The Concessioner will reimburse the Area for such snow removal at the rate of \$140/hour.

IV. Implementation

Twice each year, spring and fall, representatives of the Area and the Concessioner will meet to discuss areas of mutual concern and coordinate spring opening and fall shut down.

Superintendent  
Crater Lake National Park

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Date